Vail Williams Complaints Handling Procedure for Surveying Practices and Data

Reviewed and updated August 2026

Previous revision February 2026

Where great relationships yield the best property outcomes

Raising a complaint – resolution

In the first instance, we encourage you to raise your concerns with the Lead Partner/Central Services Manager, responsible for the service involved, (click hyperlinks) to Find Service Heads, alternatively the Find Regional Leaders responsible for the area, using Find Regional Leader. This can be in person, in writing or by telephone. We will listen to and attempt to address your concerns directly with you. This can often bring resolution quickly.

However, if after discussing the matter with the above parties, you are not satisfied with the outcome and wish to take this further, there is the facility to make a formal complaint.

Raising a complaint – resolution

For data and privacy issues including data access request, we are regulated by the Information Commissioner's Office, registration number Z5722435 and will manage your complaint through this process.

For surveying and professional services, as a regulated RICS firm we have in place a complaint handling procedure to enable you to escalate issues or concerns that you have been unable to resolve during informal resolution. The procedure has two stages.

For any **complaints outside of our surveying and professional services** our complaints handling procedure remains suitable. However, there will be no facility to escalate the issue to an independent redress provider. You should follow **the procedures set out in stage one only.**

Stage One

Where the initial complaint is made verbally, you are requested to send a written summary of the complaint to the Complaints Officer at complaints@vailwilliams.com

When writing to us, please provide a summary of your complaint including:

- The person at Vail Williams who is dealing with your instruction, service or data handling.
- What service we were providing to you, or you were providing to us or how we came to hold your data if known
- Where you consider we have failed to meet expected standards.
- What solution would you ideally like to achieve.

We will acknowledge receipt of the written summary within 5 working days of receipt and will commence our investigation.

Within 20 working days of receipt of the written summary, we will write to advise you of the outcome of the investigation and to advise what action has been or will be taken. In some instances, your complaint may take longer than this to investigate, if so we will write to inform you of this within 20 working days of receipt of the written summary.

If the outcome does not resolve your complaint to your satisfaction, please let us know and we will respond to you within a further 15 working days.

Surveying and professional services only

Stage Two

If we are unable to agree on how to resolve the complaint to your satisfaction, then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

For Business-to-Business Clients (Company with more than 10 employees) Alternative dispute resolution for Survey and Professional Services	For Consumer Clients (an individual or a company with less than 10 employees) in relation to Surveying and Professional Services	For Consumer Clients in relation to Residential Leasehold Property Management
Centre for Effective Dispute Resolution (CEDR)	**Centre for Effective Dispute Resolution (CEDR)**	**The Property Redress Scheme (PRS)**
100 St Paul's Churchyard London EC4M 8BU	100 St Paul's Churchyard London EC4M 8BU	Premiere House 1st Floor, Elstree Way Borehamwood, WD6 1JH
0207 536 6060	0207 536 6116	0333 321 9418
adr@cedr.co.uk	applications@cedr.co.uk	info@theprs.co.uk
www.cedr.com	www.cedr.com/consumer/rics	www.theprs.co.uk

Personal Data or Data Management complaints only

Stage Two

If we are unable to agree on how to resolve the complaint to your satisfaction, then you have the opportunity to take your complaint to the Information Commissioners Office for redress:

https://ico.org.uk/make-a-complaint/data-complaints-complaints/

Our ICO number is Z5722435

It is important for each complaint, that you read and follow the rules of the redress provider as these dictate time limits for filing complaints, types of complaints they cannot consider, and any fees involved.

Complaints Officer	Carole Thomas
Contact address for Complaints officer	Vail Williams LLP, 2 Noel Street, London, W1F 8GB
Legal status:	A limited liability partnership registered in England & Wales
Registered office and postal address:	Savannah House, 3 Ocean Way, Ocean Village, Southampton, SO14 3TJ
Email:	complaints@vailwilliams.com
Telephone:	+44 (0) 238 082 0900
Public registers:	Details about the company registration can be viewed at www.companieshouse.gov.uk under company number OC319702
VAT number:	107 8290 69
General terms & conditions:	A letter of engagement accompanied by our standard terms and conditions will be provided to the client at the commencement of any project to which they apply
Applicable law:	Unless otherwise agreed, English law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.
Insurance:	In accordance with the disclosure requirements of the Provision of Services Regulations 2009, our professional indemnity insurance is arranged by Aon UK Limited, The Aon Centre, The Leadenhall Building, 122 Leadenhall Street, London, EC3V 4AN. The policy complies with the requirements of the RICS and the territorial and jurisdictional cover is worldwide except the United States of America or Canada, or territories under their jurisdiction, subject always to the full terms and conditions of the policy.